

UMATILLA-MORROW HEAD START, INC.

POSITION DESCRIPTION

WIC CLERK	
Supervisor: WIC Clinic Manager	
Pendleton: WIC Operations Manager	Subordinates: None
Classification: Coordinator 1	Exempt Status: Non-exempt
Terms of Employment: Regular Full/Full-time	

Job Goal: To insure that WIC participants receive positive customer service and that the program meets quality standards.

Essential Responsibilities:

1. Program Operation
 - a. Fulfill receptionist duties as needed:
 - i. Answer and refer all in-coming calls to appropriate person.
 - ii. Greet all participants in a congenial, respectful, and professional manner.
 - b. When appropriate, maintain a prioritized waiting list
 - c. Maintain clinic scheduling per scheduling policy.
 - d. Be familiar with use of the Oregon WIC Program Policy and Procedure Manual.
 - e. Assist in the implementation of program policies and procedures.
 - f. Maintain cleanliness and safety of waiting area. Sanitize toys and other items as needed according to procedure. Notify supervisor of any identified safety concerns.
 - g. Do regular self-evaluation of job performance.
 - h. Contribute to the team in a positive and professional manner.
2. Application, Participant Intake and Vouchering
 - a. Completes prescreening when applicants inquire about eligibility for participation.
 - b. Schedules certification screening and high risk appointments within the recommended timeline.
 - c. Notifies potential participants of the need to provide proof of Income, Identity, and Residency at their screening appointment.
 - d. Insures documentation of Income, Identity, and Residency is entered into the participants record.
 - e. Insures participants understand their rights and responsibilities prior to signing the Participant Signature form.
 - f. Offers opportunity to register to vote during intake for all adult participants.
 - g. Insures voter registration section is completed on the Participant Signature form. Processes completed Voter Registration Forms.
 - h. Schedules participants for individual and group nutrition education contacts per scheduling policy.
 - i. Notifies participants verbally and in writing of ineligibility and/or termination of program benefits.

- j. Issues food instruments according to WIC package assigned by certifier or Registered Dietitian. Insures that participants' sign manual voucher register.
 - k. Explains redemption of vouchers, appointment scheduling needs, and proxy pick-up of vouchers.
 - l. Completes food instrument mailing per policy and procedure.
 - m. Calls participants no less than 2 business days before an appointment to provide reminder of appointments and nutrition education classes.
3. Records and Reporting System
- a. Maintains participant's records by insuring that appropriate forms are in order and signatures are completed.
 - b. Updates participant records with regard to address, income, migrant status, name change, transfers and terminations
 - c. Is familiar with WIC forms necessary when TWIST system is not accessible: Cert Data Entry Document, Health Questionnaires for infants, children and women, Growth Grids, Prenatal Weight Gain Tracking, Diet Questionnaires, and Diet Recall.
 - d. Responsible for confidentiality and security of all records and food instruments.
 - e. Requests records for transfer participants.
 - f. Completes requisitions for supplies and submits to Oregon State Health Division and agency.
 - g. Assists with inventory of nutrition education materials, medical supplies and breast pumps on site.
4. General Program
- a. Attends Agency and WIC meetings, training, and conferences.
 - b. Assists in policy and procedure development as needed with WIC Clinic Manager and/or WIC Operations Manager.
 - c. Participates in periodic record reviews and annual nutrition education plan review as needed.
 - d. Performs other reasonably related duties as assigned by immediate supervisor or WIC Operations Manager.

Qualifications:

- 1. High school diploma required. Post high school work experience recommended
- 2. Physical examination and TB screen documentation upon hire.
- 3. Basic knowledge in computer data entry and/or word processing.
- 4. Experience working in professional office environment with ability to communicate one-on-one and on telephone.
- 5. Adequate means of transportation.
- 6. WIC experience (preferred).
- 7. Multi-cultural experience (preferred).

General Staff Responsibilities:

- 1. Participate in staff meetings, conferences, training sessions and workshops as assigned.
- 2. Demonstrate familiarity with employment policies, performance standards, work plan, mission and objectives of Agency.

3. Maintain congenial and respectful relations with staff, children, families and community.
4. Keep current and accurate records.
5. Maintain confidentiality in regards to staff and family information.
6. Maintain objectives and professional standards.
7. Improve self-skills and education.
8. Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.
9. Perform any other work-related duties as requested by supervisor.
10. Be present at work in order to provide consistency of services.
11. Be a contributory team member in a positive/productive manner.
12. Demonstrate commitment to mission, values, and policies in the performance of daily duties.

Other Requirements:

1. Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings.
2. Observe, compare, and monitor behaviors, records and data to determine compliance with prescribed standards.
3. Comprehend, analyze, and make inferences and references from written material.
4. Fluent in English both verbally and written.
5. Perform physical inventory of equipment and/or supplies.
6. Work with children requiring the ability to walk or run quickly, kneel or sit on floor, bend, and lift, walk over rough or uneven ground, exposure to weather etc.
7. Lift and move heavy and/or bulky objects or children weighing up to 50 lbs.
8. Maintain the safety of the environment and children through visual, auditory and smelling senses.
9. Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Umatilla-Morrow Head Start, Inc.

Is

An Equal Opportunity Employer